

From: Grish
To: [Howard Ducat/DC/USEPA/US@EPA](mailto:Howard.Ducat/DC/USEPA/US@EPA)
Cc: [Charles Faultry/R6/USEPA/US@EPA](mailto:Charles.Faultry/R6/USEPA/US@EPA); [Charles Sands/DC/USEPA/US@EPA](mailto:Charles.Sands/DC/USEPA/US@EPA); [Donald Williams/R6/USEPA/US@EPA](mailto:Donald.Williams/R6/USEPA/US@EPA); [Abby \[USA\] Lee](mailto:Abby.[USA]Lee); [Nelson Fox/DC/USEPA/US@EPA](mailto:Nelson.Fox/DC/USEPA/US@EPA); [Patricia Gowland/DC/USEPA/US@EPA](mailto:Patricia.Gowland/DC/USEPA/US@EPA); [Rishi Das/DC/USEPA/US@EPA](mailto:Rishi.Das/DC/USEPA/US@EPA); [Shawn Ghose/R6/USEPA/US@EPA](mailto:Shawn.Ghose/R6/USEPA/US@EPA); woodson.joel@bah.com
Subject: Re: Information Request Line Response
Date: 09/23/2010 11:26 AM

Thanks. Too bad you or your contractor didn't just send the complete ROD in your original response, since that's all I wanted or asked for. You just proved that would have been possible.

As I said, this has been an exercise in wasteful bureaucratic buck-passing, with a soupçon of consulting for added noise.

Yes, I'll be anxiously awaiting the new application's launch sometime *after* January 1, 2012. Gotta' love those "definitely-no-sooner-than-possibly-much-later" type project deadlines.

You see, I have worked with IS technologists and outside consultants in the private sector. This is a phenomenon quite familiar to me.

Except in the private sector, when a file server isn't working up to speed, we just change it out. We don't refer the issue to Booz Allen, and we don't let it stay and just add more like it.

Glad I could help validate the need for something you have been working on for "some time," have a contractor selected for, and are already in the final stages of testing. I'm surprised you didn't have a contractor quantify and analyze the need and demand *before* you started.

CG

On Sep 23, 2010, at 7:09, Ducat.Howard@epamail.epa.gov wrote:

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> Rather than engage in trying to make you understand how things work, and
> what my volume of work is, I took the time after your email yesterday,
> and followed the original suggestions my contractors sent you, which was
> contacting the Region 6 contacts that we sent you.
>
> As I had stated, the ROD for this site was from the older system, and
> had the figures and graphics removed. In addition, the RODs from the
> early 1990's do not conform to the current format and standard, because
> the standard was not set until the late 1990's (I believe it was
> sometime in 1998, but I could be off by a year either way).
>
> The folks in Region 6 were happy to point me at the original ROD, which
> I attach here for your information.
>
> The rest of your comments I will let be, except for the application and
> its updating.
>
> We are in the final stages of testing the application that has been
> rewritten to pull the original PDF files from storage. We expect that to
> be available for public use sometime after January 1st, 2012. It is not
> only the RODS we are concerned with, its the Administrative Record(s)
> for a site as a whole, along with the RODS and FYRs (Five Year Reviews).
> The contractor has already been selected, and we've been working on this
> for some time. Thank you, though, for showing us that we are doing
> something that the public actually is anxious to use.
>
> So here I attach both the ROD that was in the RODS database online
> (named onlinerod.pdf) and the ROD I received by contacting Region 6 as
> suggested by my contractors (OriginalROD.pdf).
>
> As for my superiors, they are both CC'd on my original response to you,
> and have received your response to me as well as this response back to
> you. Patricia Gowland, and her Assistant, Charles Sands. Please feel
> free to contact them, or myself, with any further questions you might
> have.
>
> I hope you find this information satisfactory
>
> .(See attached file: OriginalROD.pdf)(See attached file: onlinerod.pdf)
>
> Howard C. Ducat
> OSRTI Webmaster
> SEMS Communication Services Manager
> SEMS Reference Desk TO 75 TOPO
> Superfund Internet/Intranet TO 73 TOPO
> EPA/OSWER/OSRTI/IMB
>
> 703 603-8797 - Office
>
> 703-628-8919 TTY/Cell
>
> Please consider the environment before printing this e-mail.
>
>
>
> From: Grish <curt@grish.org>
>
> To: Howard Ducat/DC/USEPA/US@EPA
>
> Cc: Rishi Das/DC/USEPA/US@EPA, Charles Faultry/R6/USEPA/US@EPA, Nelson
> Fox/DC/USEPA/US@EPA, Shawn
```

> Ghose/R6/USEPA/US@EPA, "Abby [USA] Lee" <lee_abby@bah.com>, Donald
> Williams/R6/USEPA/US@EPA,
> "woodson_joel@bah.com" <woodson_joel@bah.com>, Patricia Gowland/DC/USEPA/US@EPA,
> Charles Sands/DC/USEPA/US@EPA
>
> Date: 09/22/2010 04:37 PM
>
> Subject: Re: Information Request Line Response
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>
> Mr. Ducat:
>
> Thank you for that reply, although I find it unsatisfactory.
>
> I assume there is more than one employee at EPA to address questions
> from the public, is there not?
>
> I know as a taxpayer it seems there are very many federal government
> employees on the public payrolls to deal with this sort of duty. More
> than are needed, in my humble opinion.
>
> It is disconcerting and disheartening to me that with all those federal
> employees drawing expensive salaries and benefits, we taxpayers still
> have to pay additionally for consulting contractors to perform what
> seems to be an essential responsibility of our federal workers. It is
> particularly galling to me given our current state of national
> indebtedness.
>
> Furthermore, if you personally "screen and see every communication that
> goes out" from your contractor, as you claim, the volume must not be so
> onerous as all that.
>
> It also seems a wasteful duplication of effort. In the same amount of
> time it takes you to read and approve (or correct edit, and rewrite)
> every reply the taxpayers have paid a contractor to create, perhaps you
> plus one other underutilized federal employee already on the public
> payroll could actually write the responses yourselves, and we could get
> rid of expensive consultants for such basic tasks.
>
> I stand by my original reaction: the response created by the Booz Allen
> employee and approved by you was so vague and broad as to cause many
> more steps to be taken by the EPA in order to answer a simple request.
> Rather than deal effectively with the issue at hand, additional new
> issues have been created that will cost other EPA staff time to address.
>
> Your statement that "the RODS database maintained on the superfund
> website is a relic" is offensive and makes no sense. It is certainly no
> excuse for posting incomplete, potentially misleading information of
> significant public interest on a government website.
>
> A PDF file is the same no matter how the citizen is attempting to access
> it. How long would you say it has been since a significant proportion of
> the population has been on dial-up modem? Ten years? Fifteen? When will
> your department be finished with what you describe as "evaluating our
> options" and actually accomplish the basic technological tasks you
> describe? What options do you have, other than to make the public
> information available in compliance with all pertinent regulations?
>
> Perhaps you should hire Booz Allen for that site upgrade; it might be
> exorbitantly expensive, but at least maybe they could get it done in
> less than a decade.
>
> Finally, I reject and refute your assertion that I will have to file an
> FOIA request in order to obtain the ROD for Arkwood, particularly when
> it is already partially available on the Internet for public inspection
> at any time. I believe it is a requirement that that information be
> readily and completely available to the public via the inexpensive
> medium of the Internet. I will investigate further to see if I am
> correct.
>
> I would like to know to whom you report, so that I may forward these
> concerns to her or him. Please send me that person's name and contact
> info.
>
> That should be no problem for you, since you approved your contractor's
> sending out the contact info for Charles Faultry, Associate Director,
> Superfund Remedial Branch, EPA Region 6 (copied on this communication)
> and nine other high-level EPA employees, directing me to call any or all
> of them, in response to my low-complexity request which seems to fall
> directly in your area of responsibility.
>
> To me your response is classic governmental doublespeak and bureaucratic
> runaround. I believe that is what our President calls "kicking the can
> down the road." In my opinion, it is bad business, poor government,
> costly to the taxpayers and wasteful of your colleagues' and my time.
>
> I will obtain the document by other means and suggest you remove from
> the EPA website the information request form, since it also seems to be
> a "relic" of an anachronistic information system and department.
>
> The submission form and process behind it do not seem to be effective in
> producing result for the taxpaying public but do seem highly effective
> in producing jobs for Booz Allen consultants.
>
> Curt Grisham
>
> On Sep 22, 2010, at 9:58, Ducat.Howard@..gov wrote:

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>> Mr. Grisham -
>>
>> The information that we sent you were the local Regional contacts for
>> the site you asked about, Arkwood Superfund Site ARD084930148.
>>
>> As to who to start with there, I would say the Site Team Leader would
> be
>> a good place to start.
>>
>> The RODS database maintained on the superfund website is a relic of
>> the
>> days when people accessed the internet via dialup modem. The graphics
>> have been pulled out of the RODS in order to shrink the size of them,
> as
>> well as enter them into a searchable database. We are currently
>> evaluating our options, and are working on displaying the full Record
> Of
>> Decision in its original PDF record document indexed and made
>> text-searchable.
>>
>> If you wish to receive a full copy of the original document, you may
>> talk with the Region to see if they can provide it to you. You will
>> have to submit a Freedom of Information Act request, and you can do so
>> Online by visiting http://www.epa.gov/foia/.
>>
>> While each Region designates titles and functions for their employees,
>> since processes are different in different areas, I can see how some
> of
>> the titles can be confusing for you. The Site Team Leader again,
> would
>> be the best place to start your query of this type as well.
>>
>> As for why Ms. Lee, from Booz Allen Hamilton sent the correspondence
> to
>> you, it was at my request. Government Agencies use contractors every
>> day
>> to help manage communications and projects. We get hundreds of
>> requests
>> a day for data, and one employee could not possibly answer all the
>> inquiries promptly. I do screen and see every communication that goes
>> out.
>>
>> If you need further assistance, please feel free to contact me
> directly.
>>
>> Thank you for your interest in the EPA.
>>
>> Sincerely,
>>
>> Howard C. Ducat
>> OSRTI Webmaster
>> SEMS Communication Services Manager
>> SEMS Reference Desk TO 75 TOPO
>> Superfund Internet/Intranet TO 73 TOPO
>> EPA/OSWER/OSRTI/IMB
>>
>> 703 603-8797 - Office
>>
>> 703-628-8919 TTY/Cell
>>
>> Please consider the environment before printing this e-mail.
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>>
>> From: "grish.org" <curt@grish.org>
>>
>> To: Ducat.Howard@epamail.epa.gov
>>
>>
>> Cc: Fox.Nelson@epamail.epa.gov, Das.Rishi@epamail.epa.gov,
>> woodson_joel@bah.com, Donald Williams
>> <Williams.Donald@epamail.epa.gov>, Shawn Ghose
>> <Ghose.Shawn@epamail.epa.gov>, faultry.charles@epa.gov, "Abby
>> [USA] Lee" <lee_abby@bah.com>
>>
>>
>> Date: 09/21/2010 07:27 PM
>>
>>
>> Subject: Fwd: Information Request Line Response
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>>
>> Dear Mr. Ducat,
>>
>> Thank you for the information. From your message below, however, it is
>> unclear to me what my next step should be in order to obtain the
>> complete Record Of Decision for the Arkwood Superfund Site (EPA ID
>> ARD084930148).
>>
>> Although it is a very useful list, I do not know which of the ten
>> people
>> on your list I should contact in order to receive one complete copy of
>> the Record Of Decision for this site. Could you be more specific
>> please?
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>> I do not wish to cause duplication of effort on the part of EPA staff.
>>
>> Should I contact Branch Chief for AR & TX Charles Faultry for this
>> information, whom you list at 214-665-2731 faultry.charles@epa.gov?
>>
>> Since other people besides myself might need to access it, I suggest
>> that the person responsible for making the complete information
>> available to the public on the EPA website ensure that the complete
>> document is actually posted at:
>>
>> http://www.epa.gov/superfund/sites/rods/fulltext/r0690064.pdf
>>
>> which is accessed by clicking the "Full-text" link on the "Superfund
>> Information Systems" website "Record of Decision System (RODS)" page
> for
>> the Arkwood site found at:
>>
>> http://cfpub.epa.gov/superrods/index.cfm?fuseaction=data.siterods&siteid=0600124
>
>>
>> The document currently found at that location does not appear to be
>> complete. It has no page numbers, no table of contents, and the page
>> after the first (title) page is clearly not the beginning of even a
>> section, since the first section header to appear on this page is "B."
>> with no part "A." before it. It is therefore largely incomprehensible
> to
>> me.
>>
>> Could you please explain to me the following terms, used in your list:
>>
>> "Site Team Leader"
>> "CERCLIS Coordinator"
>> "Removals"
>> "SAM"
>> "Regional Brownfields Coordinator"
>>
>> I notice your email was sent by Abby Lee from the bah.com domain,
> which
>> domain is owned by Booz Allen Hamilton of McLean, Virginia according
> to
>> public information. Could you please explain to me what role Booz
> Allen
>> has in this matter and why it was the recipient of and responder to my
>> enquiry, which I submitted on the EPA website? I was not expecting to
> be
>> forwarded to and answered by a third party.
>>
>> Thank you.
>>
>> Curt Grisham
>>
>> Begin forwarded message:
>>
>> From: "Lee, Abby [USA]" <lee_abby@bah.com>
>> Date: September 21, 2010 12:14:12 PM PDT
>> To: "curt@grish.org" <curt@grish.org>, "
>> Ducat.Howard@epamail.epa.gov" <Ducat.Howard@epamail.epa.gov>
>> Cc: "Fox.Nelson@epamail.epa.gov" <Fox.Nelson@epamail.epa.gov>, "
>> Das.Rishi@epamail.epa.gov" <Das.Rishi@epamail.epa.gov>, "Woodson,
>> Joel [USA]" <woodson_joel@bah.com>
>> Subject: Information Request Line Response
>>
>>
>> To expedite your request for Superfund information, this message
>> is being transmitted from a non-EPA location. Please address all
>> comments and replies to Ducat.Howard@epamail.epa.gov.
>>
>>
>>
>> Dear Mr. Grisham,
>>
>>
>>
>>
>>
>> In response to your request on September 16, 2010, for information
>> on the documentation that appears to be incomplete for the Arkwood
>> Site, please contact the EPA Region 06 contacts, listed in the
>> attached spreadsheet.
>>
>>
>>
>>
>> For information on EPA Superfund cleanup sites in your surrounding
>> community, please check the following website, Cleanups in My
>> Community at, http://iaspub.epa.gov/Cleanups/index.jsp. This site
>> is used as a mapping and listing tool that shows sites where
>> pollution is being or has been cleaned up throughout the United
>> States. It maps, lists and provides cleanup progress profiles for
>> sites that have been cleaned up under EPA's Superfund, RCRA and/or
>> Brownfields cleanup programs.
>>
>>
>>
>>

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>> To submit a request for a customized CERCLIS report or any
>> additional information on a CERCLIS site, please check the
>> following website:
>> <http://www.epa.gov/superfund/sites/phonefax/rods.htm>. Complete
>> the order form by including as much information as possible.
>> Write any additional comments or specific criteria for the report,
>> in the box provided at the end of the order form. Click "Submit"
>> when you have completed the form.
>>
>>
>>
>>
>> We hope that you find this information useful. If you have any
>> questions, please contact Howard Ducat at
>> Ducat.Howard@epamail.epa.gov.
>>
>>
>>
>> Sincerely,
>>
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>>
>>
>>
>>
>>
>> Howard Ducat
>>
>> Information Management Branch
>>
>> Office of Superfund Remediation and Technology Innovation
>>
>> US EPA
>>
>> [attachment "4168.xls" deleted by Howard Ducat/DC/USEPA/US]
>>
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>>
>>
>>
>>
>
> <OriginalROD.pdf>
> <onlineroD.pdf>